

Student Worker Handbook

Revised November 19, 2008

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We are delighted that you have chosen to work as part of the UC (your department) Team. We are pleased to present the following guidelines for maximizing your experience as a student-worker. Employment of our students has always been very important to the (your department) Department. Student employment is a partnership that benefits both you and the department. Student employment at the University of Cincinnati has three primary purposes: (1) to provide meaningful financial or course credit assistance so students may further their educations; (2) to provide work opportunities and real workplace experience that enhance the educational program through the development of professional skills, responsibilities, habits, attitudes, self-confidence and self-development that will contribute to future success; (3) to increase interaction with all staff in the (your department) Department and the customers we serve in order that you may more readily adjust to university life. The advantages of employment in a university setting are evidenced by the many student workers who have continued their careers with UC following graduation.

The Department of (your department) wishes you a very positive experience as a student worker at the University of Cincinnati.

Our website is (your website) and the university’s website is [www.uc.edu](http://www.uc.edu) .



## Letter of Appointment

Student’s Name

## 

Immediate Supervisor:

Contact Information: Telephone

Second Level Supervisor:

Contact Information: Telephone

*Your orientation* will start with your first meeting with your immediate supervisor, who has prepared the following program for you to get you started. Soon you will be meeting the entire (your department) staff and other university leaders with whom our division office works closely.

This orientation is designed to help you learn faster and achieve the goals and performance expectations for your position. Below is information which will be helpful to you:

The University of Cincinnati’s (your department) formal office business hours are from 8:00 am to 5:00 pm Monday through Friday. In the event of closure please refer to UC’s website, local television or phone 556-6000.

Your work hours are ­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Your work schedule is See Addendum A

Your work location will be the (your location).

Your rate of pay is $\_\_\_\_\_ and you are only paid for hours worked. Your time is maintained through the University of Cincinnati time keeping system (KRONOS) and is kept on a weekly basis. See Addendum B for instructions on clocking in and out of KRNOS. Payroll is processed every two weeks and payday will be on a Tuesday. Your payroll cannot be processed without a KRONOS timesheet. In addition, if you are working beyond six hours in a day a lunch of at least thirty minutes must be taken. Please be sure to clock in and out, and should you have any questions about KRONOS, please ask your supervisor.

If you need time off, please put your request in writing to your supervisor at least three (3) days prior to the requested time off. If you are calling in, please speak directly with your immediate supervisor when possible.

Excessive absenteeism or tardiness is grounds for dismissal. In case of sickness or other reasons for absenteeism, notification should be given as early as possible and at least 30 minutes before your scheduled shift begins. If you are going to be late for a scheduled shift, notification should be given as early as possible and at least 30 minutes in advance. You will be given the appropriate phone number(s) to call in order to give notice. See Addendum C for Absenteeism Policy.

Your major job responsibilities are listed on page 11.

After you have review the Student Handbook and your job responsibilities

Sign below.

Student Worker Signature Date

Supervisor Signature Date

# Orientation

Your supervisor will conduct your hands on orientation to the (your department) department. Specific elements of this process will include an overview of the following.

* UC Organization charts and employee information – Deans, Chairs, Vice Presidents, Directors, and other position information.
* Introduction to department staff, our organizational structure, our services and major projects and our key customers.
* Work performance expectations
* Customer service philosophy and service expectations
* Office location, hours, customers, work attire, policy, maintenance, etc.
* Office protocol
* The (your department) website
* Mail, telephone, etc. procedures/management
* Computers, office equipment, tools and materials
* Regularly scheduled meetings: All Staff Meetings, Departmental Meetings, etc.
* Paper and electronic files/filing

This document is not all-inclusive, but a starting point for you in developing an understanding of the University of Cincinnati’s (your department) Department and its programs/processes. Please take advantage of these initial meetings with department personnel for this purpose.



For the

Student

# Job Overview

(ADD RESPONSIBILITIES SPECIFIC TO YOUR DEPARTMENT)

## *Major Responsibility*

Co-op Students:

* The Co-op Students function as an integral component of the Total Compensation & Wellness team. Their duties are explained in more detail in the Co-op Student Handbook

Student Workers:

* Complete daily checklist
* Maintain Task Request Form
* Support front & HR Administration desks – Answer telephones, take messages, route calls and assist customers.
* Provide assistance with office services – Copying, faxing, shredding, filing, sorting and distributing mail. Prepare reports and presentations using various Microsoft Office Tools.
* Handle special projects as assigned.

## Responsibilities of the Supervisor

* Provide an orientation for the student worker to the workplace and co-workers.
* Develop accurate and useful job descriptions of all positions
* Provide the student with all the necessary paperwork for employment. Ensuring that the paperwork is completed and filed with the appropriate departments within the appropriate time frame
* Requests computer access
* Review all university and departmental policies, including discipline procedures that may affect the student’s employment. University policies and procedure can be found at the University of Cincinnati Human Resources website
* Provide a work schedule, preferably in writing, for the student worker
* Provide specific training in those areas listed on the job description
* Clearly communicate in writing the specific basic or daily expectations
* Monitor the student worker’s performance often, and providing appropriate feedback
* Encourage student workers to ask questions, and being open and available for addressing concerns
* Monitor that the student workers’ hours and report accurately and according to set deadlines
* Complete exit interview and related paperwork

## Student Worker Duties

Name:

Date:

Specific Daily Duties

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Regular Duties

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Special Assignments

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Training

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Student Signature Date \_

## *Work Schedule*

Student workers should obtain a written record of their work schedule from their supervisor.

Any request for a change in your regular schedule (i.e. quarterly class schedule, vacation or “free” days) should be submitted in writing to your immediate supervisor two weeks in advance.

## *Terms of Employment*

## 

International students are appointed on a temporary, part-time basis and may hold multiple student appointments. These appointments must not total more than 20 hours per week while school is in session. For more information regarding employment limitations for international students, contact the university International Services office.

Co-op student employees will normally work forty-hours a week for the duration of their co-op experience. Co-op student employees may not hold multiple student appointments.

All other student employees are appointed on a temporary, part-time basis and may hold multiple student appointments. These appointments must not total more than 30 hours per week while school is in session.

Student employees are permitted to work unlimited hours during scheduled academic breaks (e.g., summer, winter and spring breaks).

Hourly student employees are considered non-exempt employees for the purpose of determining overtime compensation. In the event a student works more than 40 hours in a work week, the overtime rate of 1.5 times the regular hourly rate must be applied to the excess hours. Graduate Assistants are exempt from minimum wage and overtime requirements, and are paid on a salaried basis. Their pay is established using a recurring wage type with start and end dates.

Graduate Assistants are exempt from minimum wage and overtime requirements, and are paid on a salaried basis. Their pay is established using a recurring wage type with start and end dates.

All other student positions are non-exempt and paid on an hourly basis, with pay based on hours submitted through the timekeeping process. Neither recurring nor additional one-time payments may be made to non-exempt student employees without express written permission from the Office of Human Resources.

### *Vacation and Sick Leave*

**Student employees do not accrue vacation, sick leave, or other paid time off.**

Arrangements for time off without pay are negotiated and approved within the employing unit, including time off during academic break periods. Academic break periods are a function of the academic calendar, and do not relate to student employee work assignments.

In the event of illness, a student employee should contact his or her supervisor as soon as possible on each day of such absence.

### *Time Keeping*

Your supervisor will advise you of the proper system for documenting your time.

It is imperative to keep a personal record of your time on the job.

Remaining on the clock while not at work is unethical and will provide grounds for dismissal.

If your position requires the use of the Teletime timekeeping system, see Addendum B to this manual for the correct procedure.

### *Call-In Procedure*

Excessive absenteeism or tardiness is grounds for dismissal.

In case of sickness or other reasons for absenteeism, notification should be given to your supervisor as early as possible and at least 30 minutes before your scheduled shift begins.

If you are going to be late for a scheduled shift, notification should be given as early as possible and at least 30 minutes in advance.

Your supervisor will provide you with the appropriate phone number to call in order to give notice.

### *Student Worker Breaks and Meal Times*

Student worker rest periods and lunch breaks are determined by the hiring department. Your supervisor will tell you when you may take your break(s).

Time keeping procedure, for breaks and meal times is determined by the hiring department.

Ask supervisors to point out the appropriate area for taking breaks and lunch.

### *Pay*

* Pay Rate and Benefits
* Student workers will be paid for all hours worked in a pay period and recorded by management.
* Student workers may not be paid less than the minimum wage in effect under state and/or federal law.
* Student workers are not eligible to receive paid vacation leave, sick leave, holiday pay, shift differential, unemployment compensation or university closing paid leave.
* Student workers must contribute to the Ohio Public Employees Retirement System (OPERS) unless they qualify for an exemption and have completed a Request for Optional Exemption as a Student form.
* Student workers and international students who have been in the U.S. less than five years are exempt from Social Security (FICA) taxes.

### *Pay Schedule*

Payday is bi-weekly, on Tuesdays, for student workers who are paid hourly.

Direct deposit of pay is available upon request, otherwise, ask your supervisor when and how to obtain your check.

If you have questions about payroll, please see your supervisor.

### *Workers’ Compensation*

All University of Cincinnati employees are covered under the Ohio Bureau of Workers’ Compensation program which is administered through the Human Resources Service Center.

The University Benefits Office administers and coordinates claim reporting and employee counseling for these programs.

## Workplace Responsibilities of the Student Worker

## *UC Student Worker Dress Code*

The purpose of the dress code is to contribute to a positive UC image. The university expects all of its employees to dress appropriately. While common sense is the governing principal, management has the final word regarding appropriate dress. Whatever your work setting, you must wear presentable clothing in good condition. All employees should check with management for area specific dress requirements.

Clothing that is revealing or inappropriate to the workplace is unacceptable. Inappropriate dress for student workers may include the following:

* Pants which are below the waistline
* Garments with holes
* Hats
* Shorts
* Jeans
* Off-the-shoulder tops
* Tank tops
* Crop tops
* Halter-tops
* Rumpled/disheveled/wrinkled clothing
* Sun dresses (backless, bare shoulders, “peek-a-boo” openings)
* Plastic or rubber “Flip-Flops”
* Exceptions MAY be made during summer months, check with management for departmental guidelines

Traditional business attire may be required when meeting with non-University of Cincinnati visitors, or when best suited for the employee’s position.

If you have questions regarding appropriate attire for your area, it is best to dress more conservatively until you have an opportunity to address the issue with your supervisor.

## *Personal Hygiene*

* General cleanliness is expected. Every student worker should observe good personal hygiene.
* Good grooming and neatness are expected at all times.
* All employees are expected to wash their hands after using the restroom.

## *Inappropriate Language and Behavior*

Use of profanity, distasteful humor, slurs, and other pot*e*ntially offensive or abusive language is unacceptable.

Discrimination, including sexual harassment, is illegal, and will not be tolerated.

It is the policy of the University of Cincinnati that no member of the university community (faculty, staff or students) may sexually harass any other member of the university community, customers, vendors or contractors associated with the university.

Anyone who violates this policy will be investigated and subject to disciplinary action, which may include suspension or termination.

Sexual harassment refers to behavior of a sexual nature which is personally unwelcome, offensive, debilitates morale and/or interferes with the work or academic effectiveness of its victims.

If you feel you are the victim of sexual harassment, contact your supervisor or the Office of Equal Opportunity, (513) 556-5503, for assistance.

## *Drug and Alcohol Policy*

The University of Cincinnati does not permit illegal drug activity and alcohol consumption in the workplace. It is expected that all employees will report to work in appropriate physical and mental condition for work.

The unlawful manufacture, distribution, possession, dispensation, or use of controlled substances and alcohol on university work sites, or while conducting university business off premises, is absolutely prohibited.

## *Smoking*

The University of Cincinnati is a smoke-free environment. Smoking shall be prohibited inside building, athletics facilities and vehicles owned, operated or leased by the University of Cincinnati. Smoking shall also be prohibited within twenty-five feet of all university building entrances, exits, air intakes and operable windows. Smoking shall not be permitted on any bridge, overpass or enclosed walkway.

## *Telephone use, Cell Phones, and Pager*

Personal phone calls should only be made based on need and limited in number and length. If your position requires making long-distance telephone calls, your supervisor will advise you on the proper procedure for dialing and documenting calls. Making unauthorized personal long-distance phone calls from the university is grounds for dismissal, is a violation of the student code of conduct, and may subject you to criminal prosecution.

(Your department) Student workers carrying personal pagers or cell phones must have them on vibrates or turned off during working hours. Excessive violations of this usage may be grounds for dismissal. You are discouraged from making or receiving cell phone calls while on the job.

## *Computer and Equipment Use*

University computers and all other UC owned equipment are to be used solely for the purpose of conducting the business of the university.

Student workers must adhere to the same policies regarding the use of information technology and other University resources as the other university employees. Please review the UC General Policy on the Use of Information Technology located online at <http://www.uc.edu/ucit/itgenpolicy.html>.

Playing games, doing schoolwork or other personal use of UC computers is unacceptable while at work.

Browsing inappropriate or explicit material on university computers is illegal and will not be tolerated.

Individuals using the UC computer system are subject to having all of their activities on the system monitored and recorded by system personnel.

Anyone using the UC computer system expressly consents to such monitoring and is advised that if such monitoring reveals possible evidence of criminal activity, system personnel may provide evidence of such monitoring to law enforcement officials.

Printing, copying, and faxing should be confined to work related documents only.

UC equipment should never leave the workplace.

## *Safety*

Calling For Emergency Assistance

In an Emergency

* Remain calm.
* Dial 911, describe your situation and give your location.

In a Non-Emergency

Dial 6-1111 (campus dispatcher). Describe your situation and location.



About the

Workplace

# Finding a Job

## Types of Employment:

### *On-Campus Employment*

Student employment opportunities exist in almost every campus office and service. On-campus positions are divided into two categories: work-study employment and departmental employment. The difference between the categories is in who provides the funding. Whereas students employed departmentally are compensated entirely by the hiring department, students employed through the work-study financial aid program receive compensation from both Federal Work-Study and the hiring department.

### *Federal Work-Study Positions (FWS)*

Work-Study lets you work and earn money to help pay for your university expenses. It is a need-based employment opportunity given to you as part of your financial aid package.

As a need-based financial aid program, Federal Work-Study pays for 75% of the wage while the hiring department pays the remaining 25%.

Work-study students will be paid the same wage as non-work-study students and can have the same responsibilities. The difference is simply in who is providing the funding.

Work-study wages benefit the student. Earnings as a work-study student are specially reported on the following year's FAFSA. These earnings are excluded from calculations when determining the student's financial aid eligibility for that year.

Available work-study positions are posted online at <http://www.financialaid.uc.edu>.

The Student Financial Aid Office will provide all work-study eligible students with the appropriate information.

Application for these positions is done directly through the hiring department. Work-study positions are available only to persons who are awarded work-study as part of their financial aid package.

### *FWS ELIGIBILITY:*

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| --- | --- | --- | --- | --- |
| **PROGRAM** | **DESCRIPTION** | **ELIGIBILITY** | **AMOUNT** | **TERMS** |
| Federal Work-Study | Federally subsidized employment program awarded by UC | Based on financial need; early FAFSA application | Earning eligibility to $3,000 | Unlike other aid that is credited to the bill, bi-weekly paycheck based on hours worked; hourly wage depends on job responsibilities |
| Federal Work-Study Summer | Same as above | Based on financial need; application available in Student Financial Aid Office beginning March 1 | Earning eligibility to $2,500 | Same as above |

* Students must be admitted into a degree program to receive work-study.
* Eligibility criteria are subject to change; maximum amounts are estimates and dependent upon sufficient funding.
* Early FAFSA application is encouraged as funds are limited.
* Work Study students are required to notify their supervisor of any changes in their work study awards.

### *Departmental Positions*

* Whereas UC work-study positions are funded in large part by federal monies and available only to persons awarded Federal Work-Study, any student, regardless of financial need, may apply for departmental employment.
* Applications for non-work-study positions are available through the following resources:
  + Individual on-campus departments
  + Student Employment Services, (513)-556-4523, also maintains departmental job postings on their Web site, <www.jobatuc.com>
  + Student Government, (513) 556-6107
  + Job Posting
* On-Campus student worker openings are announced by the hiring department in some form of general posting.
* Students seeking employment with the University of Cincinnati can search available positions through the Office of Student Employment Services website, located at [www.jobsatuc.com](http://www.jobsatuc.com).
* Eligibility:
  + The eligibility standards for student employment at the University of Cincinnati are taken from the UC Human Resources Policies and Procedures Manual located online at: <http://www.uc.edu/hr/policies/policies_and_procedures_manual.html>.

The University of Cincinnati endorses the practice of making student employment opportunities available to University of Cincinnati students on a priority basis. Non-UC students may be appointed as student workers only if UC students do not possess the specialized skills or if there is a lack of interest after posting the announcement to UC students for at least two (2) weeks.

Student workers must be enrolled at least part-time (6 credit hours for undergraduate students and 5 hours for graduate students) to be eligible for employment as a student worker.

Exceptions to the credit hour enrollment requirement include co-op appointments, internship appointments, and students working during quarter breaks and summer quarter, and graduate students working on a thesis or dissertation.

Student workers who withdraw from school during the quarter/semester that they are appointed become ineligible to hold a student worker appointment. Student workers who fail to meet the enrollment requirement for the entire quarter shall be terminated.

The University of Cincinnati will not employ persons less than sixteen years of age.

Student worker appointments must conform to the University policies regarding nepotism.

Questions about student worker eligibility should be referred to Student Employment Services by calling (513) 556-3702.

## The Hiring Process

### *Documentation and Appointment*

It is the responsibility of the (your department) Department to ensure that all paperwork is completed and filed with the appropriate departments within the appropriate time frame.

A student worker appointment is made through People Admin. At www.jobsatuc.com The Request for Optional Exemption Form (OPERS) must be completed when applicable.

### *Equal Opportunity / Affirmative Action*

The University of Cincinnati reaffirms its policy that discrimination on the basis of race, color, religion, national origin, age, sex, sexual orientation, disability, and status as a disabled veteran or veteran of the Vietnam era will not be practiced in any of its programs or activities.

The Office of Equal Opportunity (OEO) is dedicated to ensuring the principles and practices of equal opportunity are carried out for all members of the university community.

OEO staff assists persons regarding equal opportunity and affirmative action issues. The staff is available for consultation, training and resolution of issues involving discrimination, sexual harassment, disability, affirmative action, diversity and related matters.

The Office of Equal Opportunity, (513) 556-5503, is located in Room 250, University Hall. The OEO website is located at [www.uc.edu/equalopp/](http://www.uc.edu/equalopp/)

### *Nepotism*

The university shall not hire, transfer, promote or have in its employ relatives (spouse, child, parent, brother, sister) in a capacity in which they would directly supervise, or be in a position to initiate or participate in institutional decisions involving direct benefit to a spouse or other relative.



For your

Reference

# CUSTOMER SERVICE GUIDELINES

* Always maintain professionalism
* Speak clearly with a welcoming and pleasant tone
* Dress professionally
* Be cordial and always smile
* Complete all service requests in a timely manner based on departmental standards
* For service requests beyond your job responsibility, forward them to your supervisor or the appropriate staff member

## *ANSWERING TELEPHONES*

Answer all lines and call pick-up

Standard Language:

(Your Department), \_\_\_\_\_\_\_\_speaking, how may I help you?

If the person needs to speak to a specific individual: ask who’s calling and from where, transfer the call to the individual with caller’s information, if the person is not available leave introduction information on voice mail.

If the person asks if the University of Cincinnati is hiring, refer them to the website at [www.uc.edu/jobs/](http://www.uc.edu/jobs/).

If the person does not have the internet, they are free to look at the job postings in the Human Resource Welcome Center located at: 51 Goodman Drive (which runs parallel to Martin Luther King Drive between Jefferson Street and Eden one block north of Martin Luther King Drive) University Hall, Suite 340.

If the caller is asking to speak to someone who does not work in (Your Department), ask for the correct spelling of the name, look up the extension in the UC Directory or on the UC website under people look up, give them the direct phone number and then transfer the call to that person.

## Telephone User Guide

Dialing Instructions

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| EMERGENCY, FIRE AND POLICE | DIAL 911 | |
| CAMPUS TO CAMPUS DIALING  (EAST-WEST CAMPUSES) | DIAL LAST FIVE DIGITS OF CAMPUS NUMBER  (**6**-XXXX) OR (**8**-XXXX) | |
| CAMPUS TO CINCINNATI AREA DIALING | **9** + XXX-XXX-XXXX (10 DIGIT LOCAL KY. NUMBER) or  **9** + XXX-XXXX (7 DIGIT LOCAL CINCINNATI NUMBER) | |
| CINCINNATI AREA TO CAMPUS DIALING | DIAL ALL TEN DIGITS OF CAMPUS NUMBER | |
| DIRECT LONG DISTANCE DIALING (513) AREA CODE | **9** + **1** + **513** + NUMBER-(HEAR TONE) + AUTHORIZATION CODE | |
| DIRECT LONG DISTANCE DIALING | **9** + **1** + AREA CODE + NUMBER-(HEAR TONE) + AUTHORIZATION CODE | |
| INTERNATIONAL DIRECT LONG DISTANCE DIALING | **9** + **011** + COUNTRY CODE + CITY CODE + NUMBER-(HEAR TONE) + AUTHORIZATION CODE | |
| 800 SERVICE DIALING (Includes 866, 877, 888 exchanges) | **9** + **1** + **800** + NUMBER | |
| CREDIT CARD DIALING | **9** + **1** + FOLLOW INSTRUCTIONS ON YOUR CARD. | |
| THIRD PARTY, PERSON TO PERSON  AND COLLECT DIALING | **9** + **0** + AREA CODE + NUMBER | |
| LOCAL DIRECTORY ASSISTANCE | **9** + **1** + **513** + **555-1212**-(HEAR TONE) + AUTHORIZATION CODE | |
| LONG DISTANCE DIRECTORY ASSISTANCE | **9** + **1** + AREA CODE + **555-1212-**(HEAR TONE) + AUTHORIZATION CODE | |
|  | **FROM 556, 558, EXCHANGESWHEN ON CAMPUS** | **WHEN**  **OFF CAMPUS** |
| DIRECTORY ASSISTANCE | 0 | 513-556-6000 |
| TELEPHONE REPAIR SERVICE (24 HOURS) | 6-HELP (4357) | 513-556-HELP (4357) |
| DIALING ASSISTANCE | 6-HELP (4357) | 513-556-HELP (4357) |
| GETit SERVICE REQUEST | 6-5600 | 513-556-5600 |
| LONG DISTANCE SERVICE REQUEST | 6-5600 | 513-556-5600 |
| CLERMONT COLLEGE | 4-XXXX or 8-XXXX | 513-732-XXXX |
| KINGSGATE CONFERENCE CENTER | 3XXX (Main Number: 3800) | 513-487-38XX |
| RAYMOND WALTERS COLLEGE | 9 + 745-XXXX | 513-745-XXXX |
| UNIVERSITY HOSPITAL | 20-(HEAR TONE)-X-XXXX (Use 5 digit extension) | 513-584-XXXX |

**Telephone User Guide**

**ITE 4/STE**

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| --- | --- | --- |
| **Place Internal call**  **Place Outside call** |  | * Lift handset   Dial 5-digit extension number   * **Local:** Lift Handset   Dial 9 + area code + XXX-XXXX  Call is placed   * **Long Distance:** Lift Handset   Dial 9 + 1+ area code + XXX-XXXX  Hear tone and enter authorization code  Call is placed |
| **Hold** | To activate:  To retrieve: | ***STANDARD FEATURES***   * Press **HOLD** or (STE-Press Switch Hook and Dial \* 4) * Lift handset * Press **HOLD** or (STE-Dial \* 4) |
| **Transfer** | UNANNOUNCED  To activate:  To retrieve:  ANNOUNCED  To activate:  To retrieve: | * Press **TRNSF** or (STE-Press Switch Hook and Dial \* 1) * Dial 5-digit extension number * Hang up to complete transfer * Call will automatically return to your phone with a priority ring if answered * Press **TRNSF** or (STE-Press Switch Hook and Dial \* 1) * Dial 5-digit extension number * Announce call * Hang up to complete transfer   **(**Before hanging up)   * Press **TRNSF** or (STE-Press Switch Hook and Dial \* 1) |
| **CONFERENCE (3 PARTY) To add a party to an existing call** | To activate: | * Press **TRNSF** or (STE-Press Switch Hook and Dial \* 1) * Listen for dial tone * Dial next number – announce conference * Press **TRNSF** or (STE-Press Switch Hook and Dial \* 1) * Parties are connected   **Note:** *If number is busy or unanswered:*   * Press **TRNSF** or (STE-Press Switch Hook and Dial \* 1) * You are connected to original party |

**ITE 4/STE**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CONFERENCE (7 PARTY) To add a party to an existing call** | | To activate: | | * Press **ACCESS** #1 or (STE-Press Switch Hook and Dial # 1) * Hear dial tone * Key in next number – announce conference * Press **ACCESS** #1 or (STE-Press Switch Hook and Dial # 1) * Parties are connected   **Note:** Repeat these steps to add additional parties, only 4 may be  external. When conferencing an external party:   * Dial 9 before the outside number   **Note:** If number is busy or unanswered when adding a party:   * Hang up * Lift handset * Dial # 1 – you are connected with the original conference call   **To place a conference on hold:**   * Press **ACCESS** # 1 or (STE-Press Switch Hook and Dial # 1) * Hang up   **To return to the conference:**   * Lift handset * Dial #1 |
| **Callback Busy or No Answer**  **Busy**  **No answer**  **message waiting light will flutter** | | To activate: | | * Press **CALLBK** or (STE-Press Switch Hook and Dial \* 7) * Listen for confirmation tone (2 beeps) * Hang up   **Note:** When the called extension is no longer busy:   * Calling extension hears a priority ring (3 rings) * Lift handset – call is placed   **To return:**   * Called extension should lift handset * Press **CALLBK** or (STE-Dial \* 7) * Call is returned |
| **Abbreviated Dial**  **(Stores 10 numbers)** | | To store:  To activate: | | * Lift handset * Press # 4 \* * Dial single digit storage number (0-9) * Hear progress tone * Dial number to be stored * Hear confirmation tone * Hang up   **Note:** When programming local/long distance number the single digit storage number must be followed by the access code 9 and then the local/long distance number   * Lift handset * Dial # 4 * Dial single digit storage number (0-9) |
| **Last Number**  **(redials the last external call)** | To activate | | * Lift handset * Dial # 9 | |
| **Call Pickup**  **(To pickup a ringing extension)** | To activate: | | ***OPTIONAL FEATURES***   * Lift handset * Dial # 7 - Call is answered | |
| **Call Forward** | To activate:  To cancel: | | * Lift handset * Dial \* 3 – confirmation tone * Dial number where calls are to be forwarded * Hear confirmation tone * Hang up * Lift handset * Dial #3 * Hear confirmation tone * Hang up – call forward is cancelled   **Note:** A short ring is provided to alert station call forward is activated | |
| **Call Park**  **(to place call on hold and retrieve from any phone)** | To activate:  To retrieve: | | * Press **ACCESS** \* 9 or (STE-Press Switch Hook and Dial \* 9) * Hear PARK number and record * Hang up * Lift handset * Dial call park number – call is retrieved   **Note:** If a parked call is not retrieved, it returns to originating station with a priority ring. | |
| **Call Waiting** | To activate:  To retrieve:  To alternate: | | * Press **HOLD** or (STE-Press Switch Hook and Dial \* 4) * Hang up * Wait for phone to ring – retrieve call waiting * Original held party * Press **HOLD** or Press Switch Hook and Dial \* 4 * Between both calls: * Press **HOLD** or Press Switch Hook and Dial \* 4 | |

*FIRE ALARMS*

If the fire alarm sounds:

* Remain calm.
* Assume alarm is real.
* Assist customers and co-workers in leaving the building.
* Do not re-enter the building until authorized by Public Safety.
* Become familiar with the proper evacuation procedure for your specific building or area before an emergency occurs.

## *EMERGENCY EXITS*

Emergency exits should be used only in a fire or other emergency.

## *Fire Safety*

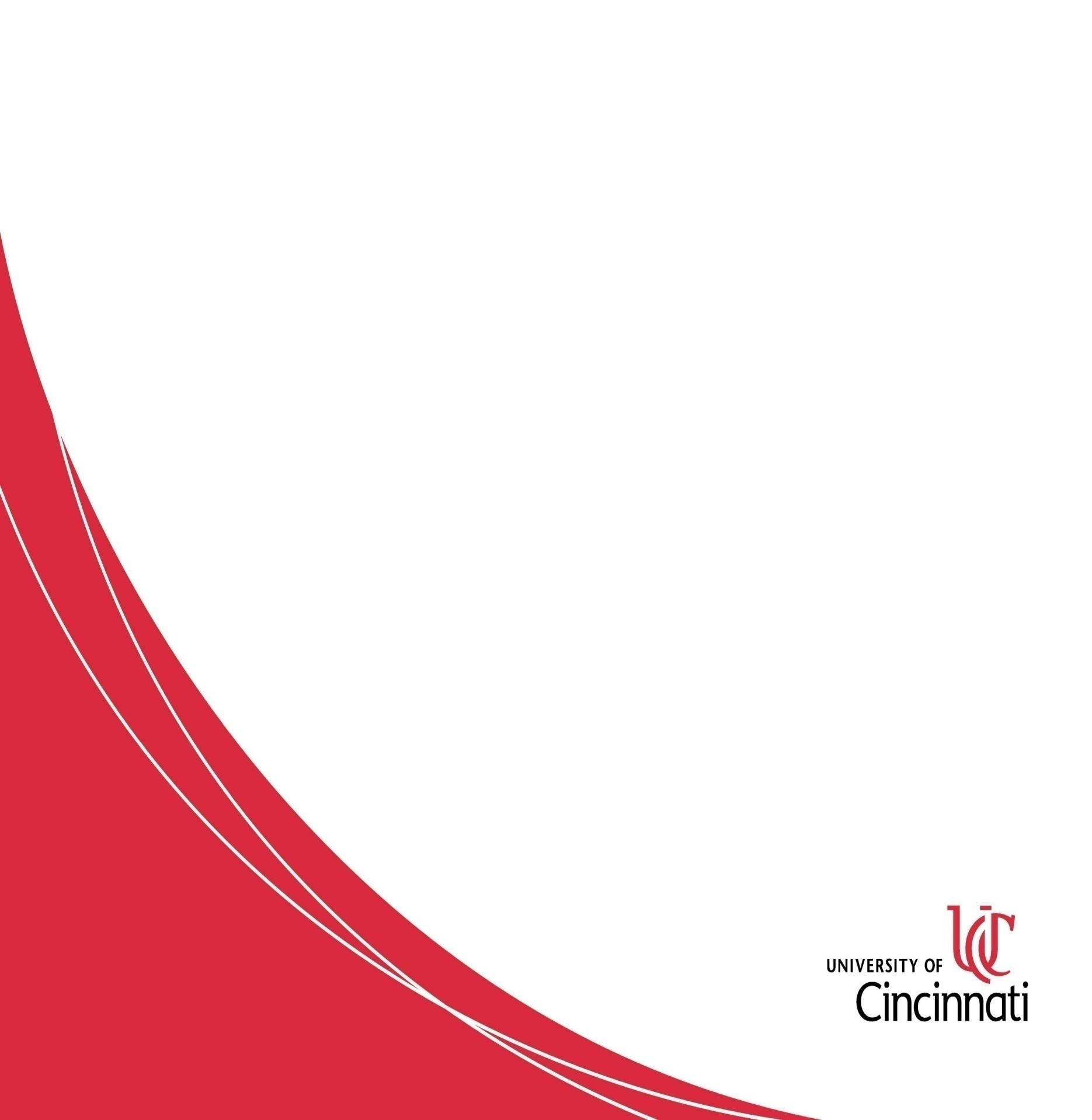
* Know where the fire extinguishers are located in your area and be familiar with how to use them.
* Know the location of the fire exits for your building and have an escape plan in the event of a fire
* In the event of a fire, always use the stairwells to exit the building, NEVER use an elevator.

## *Reporting an Injury*

Work place injuries should be immediately reported your supervisor.

## *Radiation Safety*

Each employee must take responsibility for recognizing and heeding the international warning sign for radiation, i.e., the purple or magenta trefoil on a background of yellow.

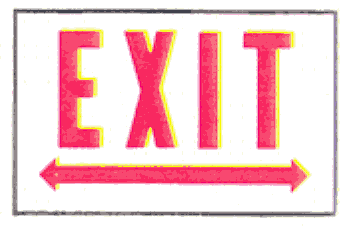
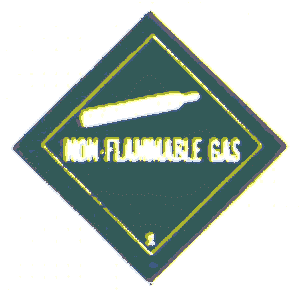
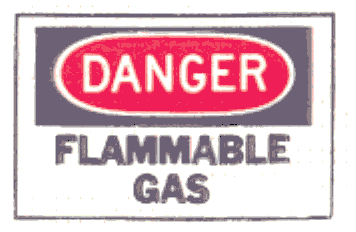
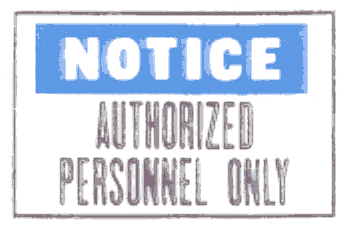


No one should enter areas marked with this sign unless he or she has received training or there is a knowledgeable person available to provide an escort. Report any emergencies or unusual conditions to the phone numbers listed below.

## *To Report Radiation Emergencies Or Unusual Conditions:*

* (513) 558-4110 during normal office hours of 8 am to 5 pm Mon–Fri.
* (513) 249-6812 Radiation Safety Office 24-hour response digital pager.
* (513) 556-1111 (University Police) Ask them to page Radiation Safety.
* If immediate and serious threat to health, safety or property exists.

# Safety Warning Signs YOU Should Know



(a

|  |  |
| --- | --- |
| **A chemical that initiates or promotes combustion in others materials thereby causing fire either of itself or through oxygen or gases** | **Material Safety**  **Data Sheet** |

**University of Cincinnati**

**Environmental Health & Safety**

**Phone (513) 556-4968 – M.L. 0218**

**ehs2.uc.ed**

## Environmental Health and Safety

Management will orient you to any hazardous materials in or around your work area.

Please familiarize yourself with the safety warning signs located on the previous page. Never enter marked areas unless you have received the appropriate training or there is a knowledgeable person available to provide an escort.

Contact the university Office of Environmental Health and Safety, (513) 556-4968, for questions, concerns, or to report emergencies.

Learn more about UC’s Office of Environmental Health and Safety by visiting [www.ehs.uc.edu/](http://www.ehs.uc.edu/)

## Public Safety

When traveling on campus during evening hours, be aware of your surroundings as you would anywhere after dark:

Try to walk in pairs or groups.

Notice the blue-light help phones placed around campus and use them to call Campus Police if there is any suspicious activity.

Use the Student Government Nigthwalk service. Nightwalk personnel are available to escort students, faculty, and staff members to campus parking lots or other locations within 2 blocks of campus. This service is offered fall, winter and spring quarters. Call Nightwalk at 556-6110 before you wish to leave the building, giving them sufficient time to respond.  In summer call 556-1111 (UC Dispatch) for security assistance.

Information about public safety at UC is available online through the Office of Public Safety website located at <http://www.uc.edu/pubsafety/>.

## STUDENT WORKER TRAINING

The training process can be a rewarding experience for student workers. Students play a very key role in their future employment success and therefore should make every effort to develop characteristics of good judgment, dependability, initiative and responsibility.

The immediate supervisor will set up a training session with the student. This training session usually occurs on the first day of work and will be a continuing process. This may be done very informally. The student should review the jobs’ responsibilities with the supervisor. If you do not understand instructions please do not be afraid to ask questions.

Student Worker Evaluations

## 

Performance evaluations are an important opportunity for communication that can improve the working environment.

Student worker evaluations are not required by the University of Cincinnati, however, are required by (Your Department).

## Resignation and Termination

*Resignation*

UC expects all hourly-paid employees to give written notice of resignation at the earliest possible date, but not less than 14 calendar days prior to their last working day.

## *Termination*

A student employee is an at-will employee and may be terminated with or without cause, unless there is an explicit written contract between the student employee and the university that provides otherwise.

Fighting, physical assault, physical violence or the threat of physical violence on University property or while on the job; or other misconduct on University property or while on the job.

Any behavior that is unlawful or directly in violation of the University Of Cincinnati Student Code Of Conduct is grounds for termination of student employment (e.g. theft, falsification of hours, etc.). The UC Student Code of Conduct is available online at http://www.uc.edu/conduct/Code\_of\_Conduct.html

Behavior that is in violation of the UC Student Code of Conduct may also be forwarded to the Office of University Judicial Affairs for subsequent university judicial proceedings.

## Grievance Procedures

Student workers who have a grievance regarding their employment are encouraged to contact the Office of University Ombuds for mediation and conflict resolution services.

Learn more about the Office of University Ombuds by visiting <http://www.uc.edu/ombuds> or calling (513) 556-5956.

Ohio Public Employees Retirement system Ohio (OPERS)

Section 145.03, Ohio Revised Code, states that students who are employed with the school, college, or university where they are enrolled and regularly attending classes may choose to be exempted from the Public Employees Retirement System of Ohio by signing a Request For Optional Exemption As A Student (F-3) within the first month of employment and filing the Request with OPERS.

It is the responsibility of the Human Resources Department to file the OPERS exemption.

An exemption will remain valid as long as the student continues to be employed by and attending the school which certifies the F-3; changing positions or departments within the institution does not affect the exemption.

There should never be a situation in which a student exempted from OPERS membership would be subject to Social Security coverage. If a student who meets the student exemption requirement is working for a school, college or university, the student will contribute to neither OPERS nor to Social Security. If OPERS exemption requirements are not met, the student must contribute to OPERS, not to Social Security.

A student may receive a refund from OPERS if three months have passed from the end of contributing service; the student has not returned to contributing service; and they are not members of State Teachers Retirement System or School Employees Retirement System. A Member's Application for Refund of Accumulated Contributions (A-4) is available in the office of Student Employment Services.

## *Reminders*

*Telephone Etiquette for Quality Service*

* If your position involves the use of the university telephone system, we suggest the following behaviors to ensure a positive experience for both the caller and yourself.
* Always answer the phone as promptly as possible.
* When you pick up the phone, smile!!
* Ask management for the proper telephone greeting for your department. For example, Say “Good morning! University of Cincinnati. (Your name), (Department name). May I help you?”
* Always ask the caller’s permission to put them on hold or transfer their call. Never leave a caller on hold any longer than absolutely necessary.
* When transferring calls, always provide the caller with the full name and direct phone number for the person to whom you are transferring them.
* Be prepared to take notes as you handle the call. If you need a pad and pen, see management.
* If appropriate, get the caller’s name and phone number. Use the callers’ name.
* Always provide the caller with a positive ending to the interaction, such as “Thank you for calling.” Always hang up last.

*BE PRODUCTIVE*

Check your daily assignment from your supervisor and if you complete all work, let your supervisor know. Reading, doing homework, personal phone calls, and loafing are not acceptable.

The quality of the work you produce is a reflection on yourself and UC. The neatness, completeness, accuracy, and timeliness of your work should always be taken into consideration.

Check with your supervisor to find out where to store personal belongings.

Your supervisor will provide any materials (e.g. office supplies) necessary for your position. Theft or use of materials for personal reasons is grounds for dismissal.

Shuttle service is available for transportation around and between campuses. Please visit website: <http://www.uc.edu/af/facilities/shuttle_services.html>.

You should always obtain a written record of your work schedule and specific job duties and expectations from your supervisor. This will eliminate any room for doubt and provide an opportunity to address your questions and/or concerns regarding your position.

***University of Cincinnati Quality Service Expectations***

***Adopted by the University of Cincinnati President’s Cabinet, October 2002***

* Be proactive in providing quality service to everyone.
* Be polite and respectful.
* Make eye contact and offer a friendly greeting.
* Give your undivided attention during all face-to-face and telephone interactions.
* Accept all questions as valid and respond appropriately.
* Take ownership for all unanswered questions and follow up; apologize when appropriate.
* Provide knowledgeable and accurate information; if you do not know, find someone who does.
* Be positive, never complain about personal or job related problems/issues in public.
* Conclude every communication with a sincere offer of further assistance and an appropriate thank you such as "Thank you for choosing UC."
* Find enjoyment in your job.

*The University of Cincinnati considers “Customer” to include:*

|  |  |
| --- | --- |
| Students  Parents of Students  Faculty Members  Staff  Co-workers | Alumni  Visitors  Community Members  General Public |
| …And any other individual or group of persons who come into contact with the University of Cincinnati. | |

## 

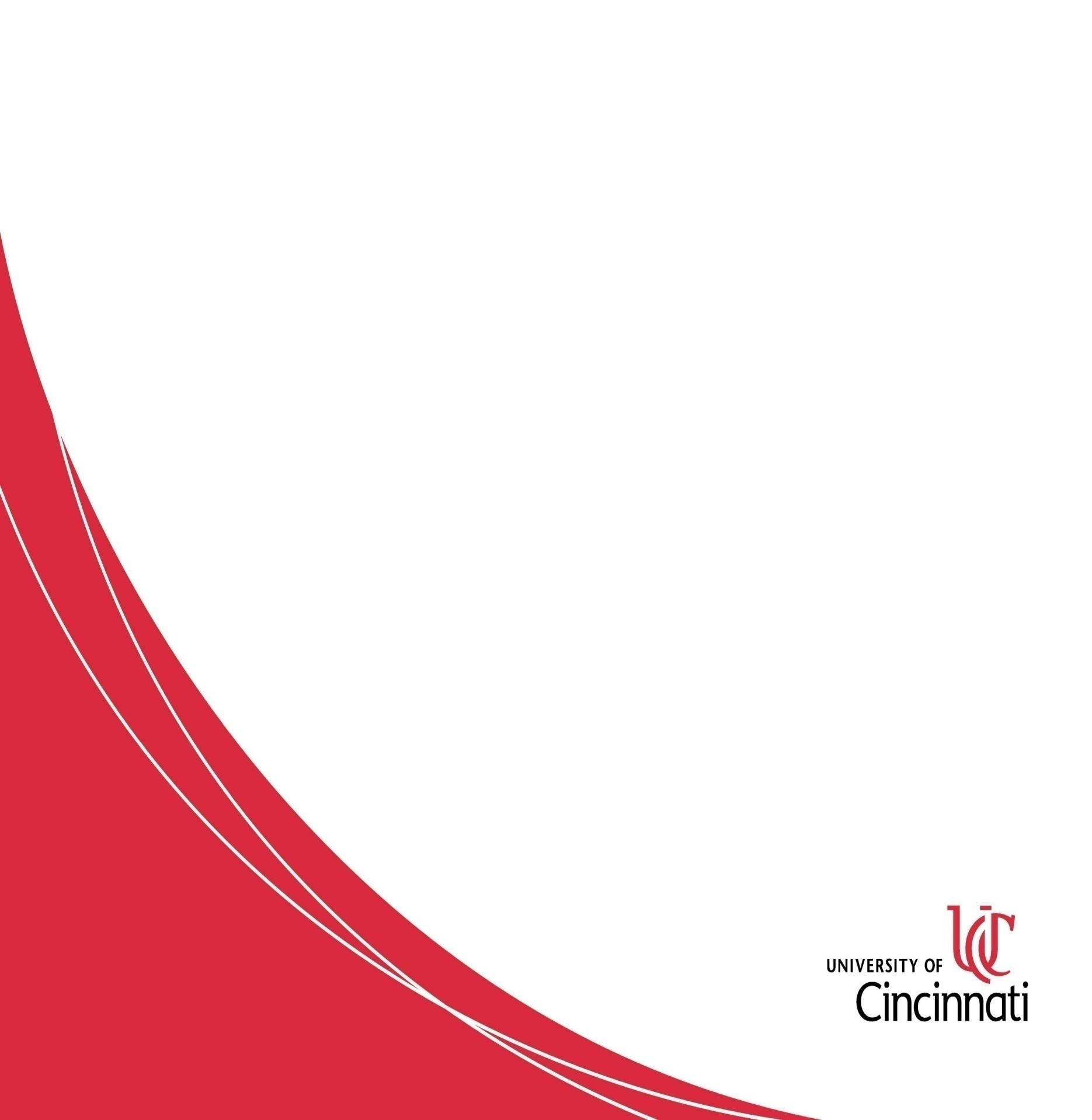
## *Etiquette 101*

In keeping with our Quality Service expectations, and in order to maintain and improve the positive image of the University of Cincinnati we recommend these “First Contact Guidelines.”

If you are the first person to become aware of a customer’s problem or complaint (whether in person or by any other means) it is your responsibility to offer assistance. If you are unable to help, it is your responsibility to find the proper individual to address the customer’s issue.

If not certain about whom to contact, or if unable to locate the proper person or a manager to help, it will be your responsibility to obtain the customer's name and a way of getting back to him/her with a solution at the earliest possible opportunity, and then to make sure that someone who can help is made aware of the situation.

Customers should always feel that the first person with whom they came in contact about an issue has been helpful and has been provided quality service. Customers should never feel frustrated about lack of proper attention.



# ADDENDUM A

*Student Work Schedule*

**Name:**

**Quarter:**

**Autumn Winter Spring Summer**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Monday** |  |  |  |  |
| **Tuesday** |  |  |  |  |
| **Wednesday** |  |  |  |  |
| **Thursday** |  |  |  |  |
| **Friday** |  |  |  |  |

# ADDENDUM B

**Teletime Procedure Summary**

Clocking in and out daily, for breaks and lunch, may require the use of UC’s KRONOS timekeeping system and the Teletime phone system. Management will inform you of the designated telephone to use when clocking in and out.

* To Access Teletime: Dial 8-3939. If your User Profile permits, you
* May also dial (513) 558-3939 from the outside.
* To Sign In: Key in your Teletime ID, then press #. This puts

you into the Main Menu.

* To Timestamp: Press 1. Then press # to disconnect.
* To Check ONE DAY’S Schedule: Press 6 for inquiries, then 1. Then enter the

date (MMDD) then #. Press # to return to the Main Menu.

* To Check Accrual Balances: Press 6 for inquiries, then 3. Press # to return

to the Main Menu.

* To Check Total Hours: Press 6 for inquiries, then 4. Press # to return to

the Main Menu.

* To Check Your Last Timestamp: Press 6 for inquiries, then 5. Press # to return

to the Main Menu.

* To Cancel Today’s Meal Deduction: Press 5.
* To Change Prompt Level: Press 8 for Personal Options. Then press 1 for

full Prompts or 2 for Abbreviated.

* Management will inform you of your Teletime ID.
* Whenever using Teletime it is not necessary to wait for the system to finish speaking. You may type ahead to complete the above functions more quickly.
* Pressing # from the Main Menu disconnects and finishes the Teletime session.
* There may be additions to these notes as functionalities are added/changed in the system.

*Missed Punches*

If a student misses a punch in/out then their supervisor will only clock them in for a *total* of ten (10) minutes for the entire day. Adjustments can be made if justified.

# ADDENDUM C

*ABSENTEEISM POLICY*

***Points Occurrence***:

|  |  |
| --- | --- |
| **Tardy over 15 minutes** | **One half of (½ ) a point** |
| **Failure to give notice of tardiness** | **Additional one half of (½) a point** |
| **Failure ot give 3 hours notice of absence** | **One (1) point** |

A total of 5 points within an academic quarter are grounds for disciplinary action up to termination.

***Corrective Action:***

* a verbal warning after 2 points
* first written warning after 3 points
* second written warning after 4 points
* final written warning after 5 points

# ADDENDUM D

*Shuttle Service*

***Bearcat Transportations System***

http://www.uc.edu/af/facilities/shuttle\_services.html

***UC Metro***

http://www.uc.edu/af/facilities/go\_METRO.html

# ADDENDUM E

*STUDENT WORKER ENROLLMENT VERIFICATION FORM*

As a Student Worker of the University of Cincinnati, I hereby verify that I am currently a registered student at the high school, college or university declared below and enrolled carrying a minimum of six (6) credit hours and attending classes (or I will be a registered student during the next academic quarter/semester if this appointment is for summer work). I understand that it is my responsibility to provide my supervisor proof of my student status, upon request. I further understand that I may be terminated from this student worker appointment if I do not maintain the minimum student worker eligibility requirements. I have been informed that the majority of my personal time and effort during the academic year should be devoted to educational pursuits as a student, rather than work assignments associated with this student worker appointment.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

PRINT STUDENT’S NAME Social Security Number

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Educational Institution Quarter/Semester of Enrollment

Number of Credit Hours Enrolled \_\_\_\_\_ Undergraduate\_\_\_\_\_ Graduate \_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of Student Date

**NOTICE TO STUDENT WORKERS:**

**Student workers who withdraw from school during the quarter/semester when they are appointed become ineligible to hold a student worker appointment.**

Thank You



Thank you for choosing UC and being a part of UC|21. We will do everything possible to help make your time spent with UC a rewarding experience. Enjoy your employment with the University of Cincinnati, (your department) Department.

**The (your department) Staff**